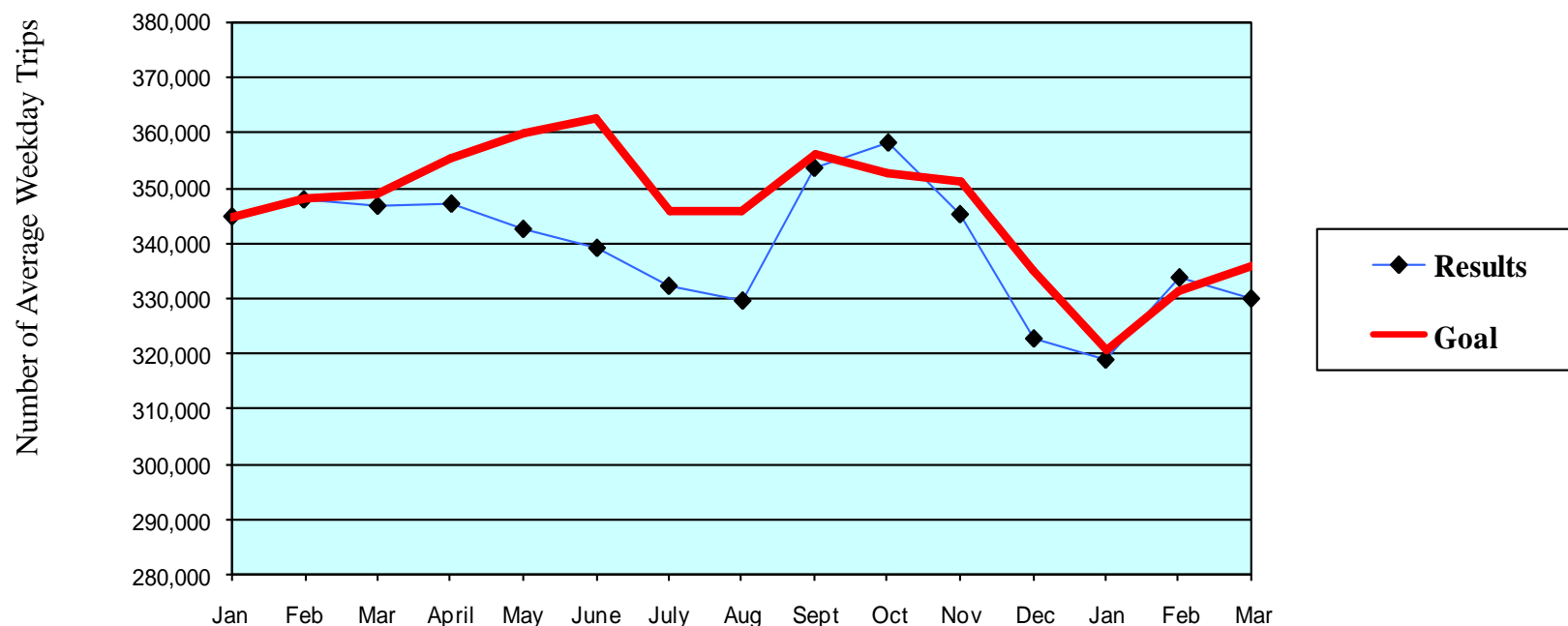


Quarterly Service Performance Review
Third Quarter, FY 2010
January - March, 2010
Engineering & Operations Committee
May 13, 2010

FY10 Third Quarter Overview...

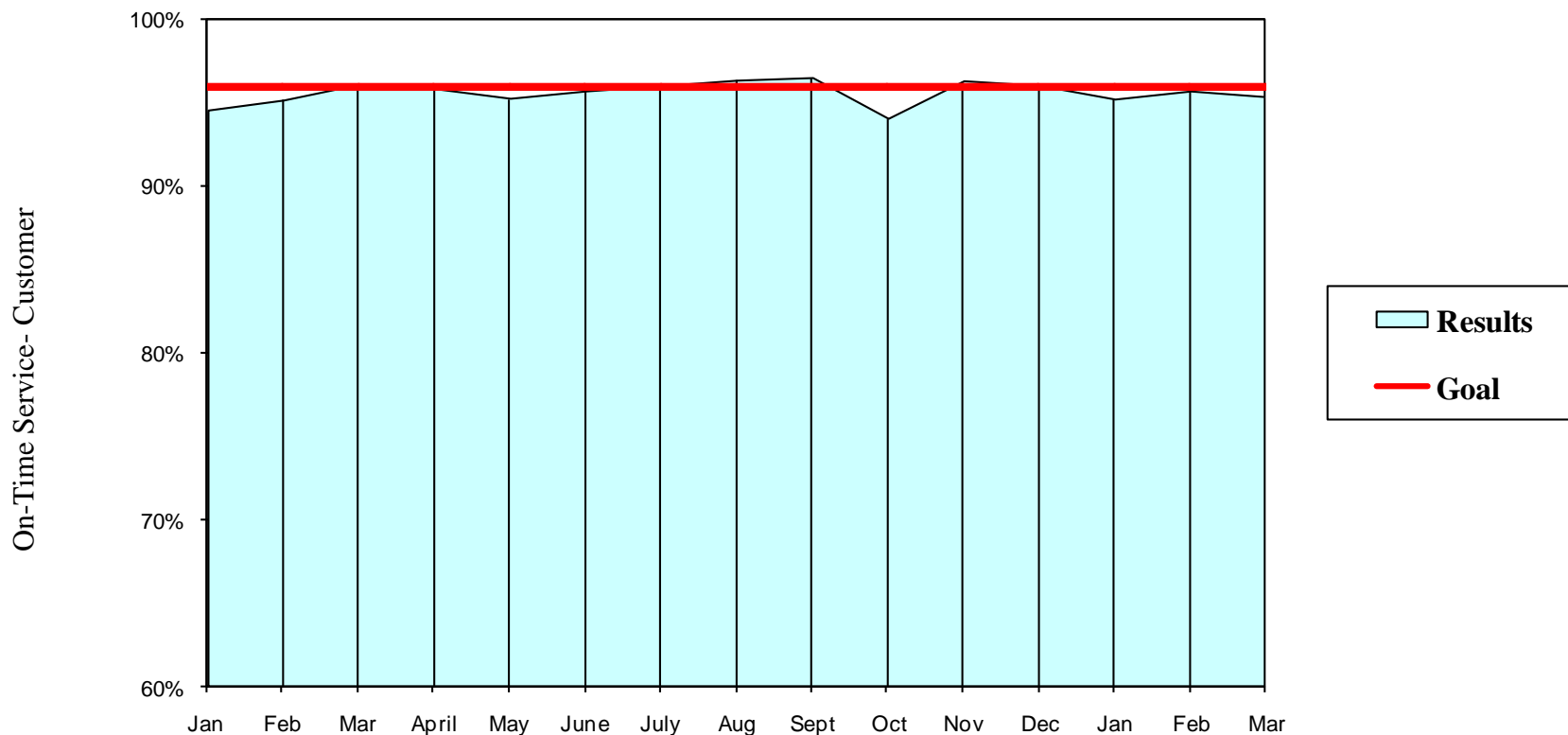
- ✓ Ridership continues to trend downwards compared to last year:
Total Ridership down 4.6%, Weekday Avg. down 5.4%
- ✓ Overall system performance steady and acceptable
- ✓ Service reliability close to goal, Customer On-Time above 95%
- ✓ Availability goals met
- ✓ Car reliability goal not met
- ✓ New Passenger Environment Survey methodology implementation continues into its 3rd quarter; goals will be set after next quarter.
- ✓ Customer complaints down significantly from last year –
providing customer validation that it was a good quarter

Customer Ridership



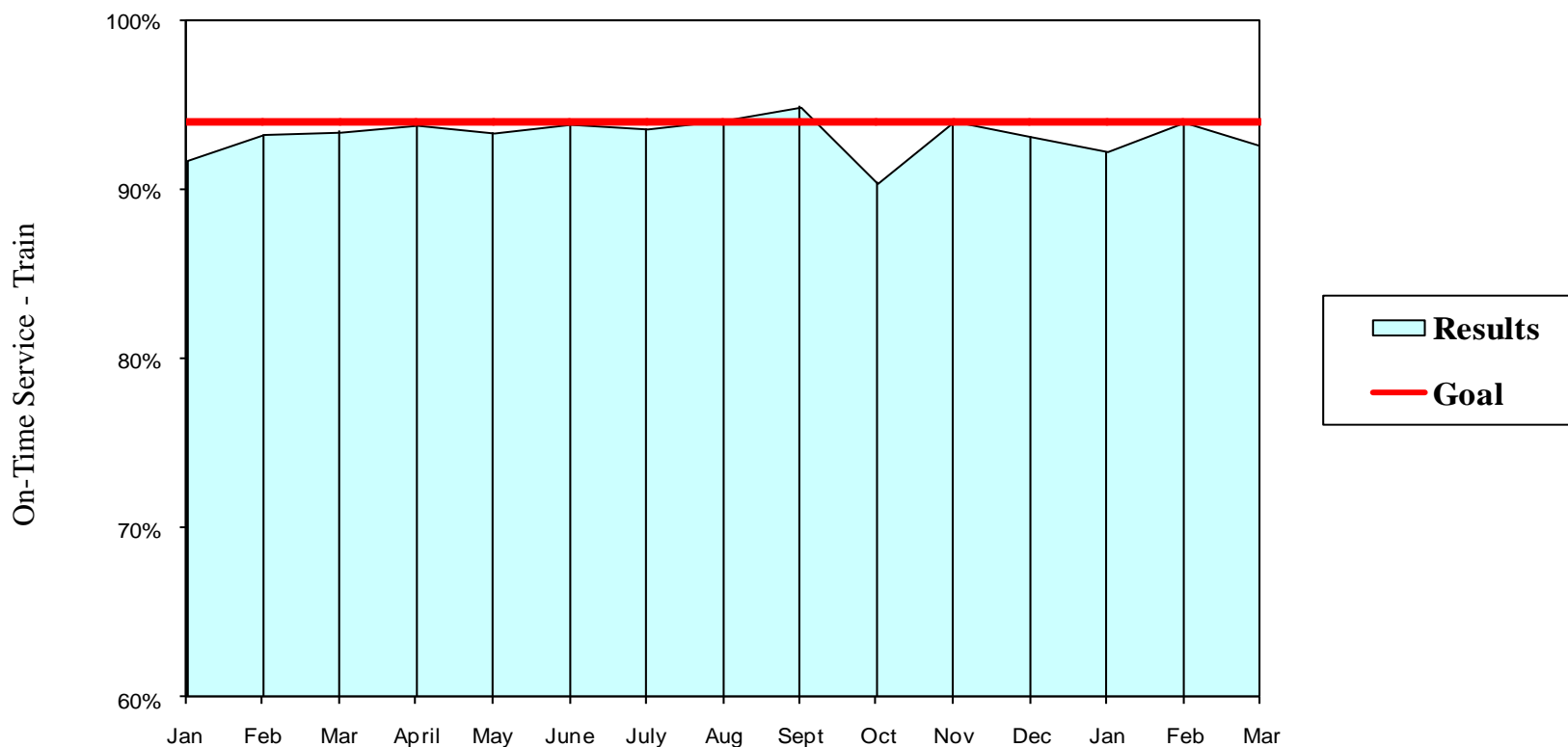
- ✓ Total ridership declined by 4.6% from last year.
- ✓ Average weekday ridership down 5.4% over same quarter last year; core weekday ridership down by 5.8% and SFO Extension weekday ridership down by 1.9%.
- ✓ Average Saturday ridership down by 4.7% from same quarter last year, Sunday up by 1.4%

On-Time Service - Customer



- ✓ 95.41%, just below 96% goal
- ✓ 2 of the 6 biggest delays were due to earthquakes
- ✓ 40% of the quarter's late trains were due to "Miscellaneous" causes

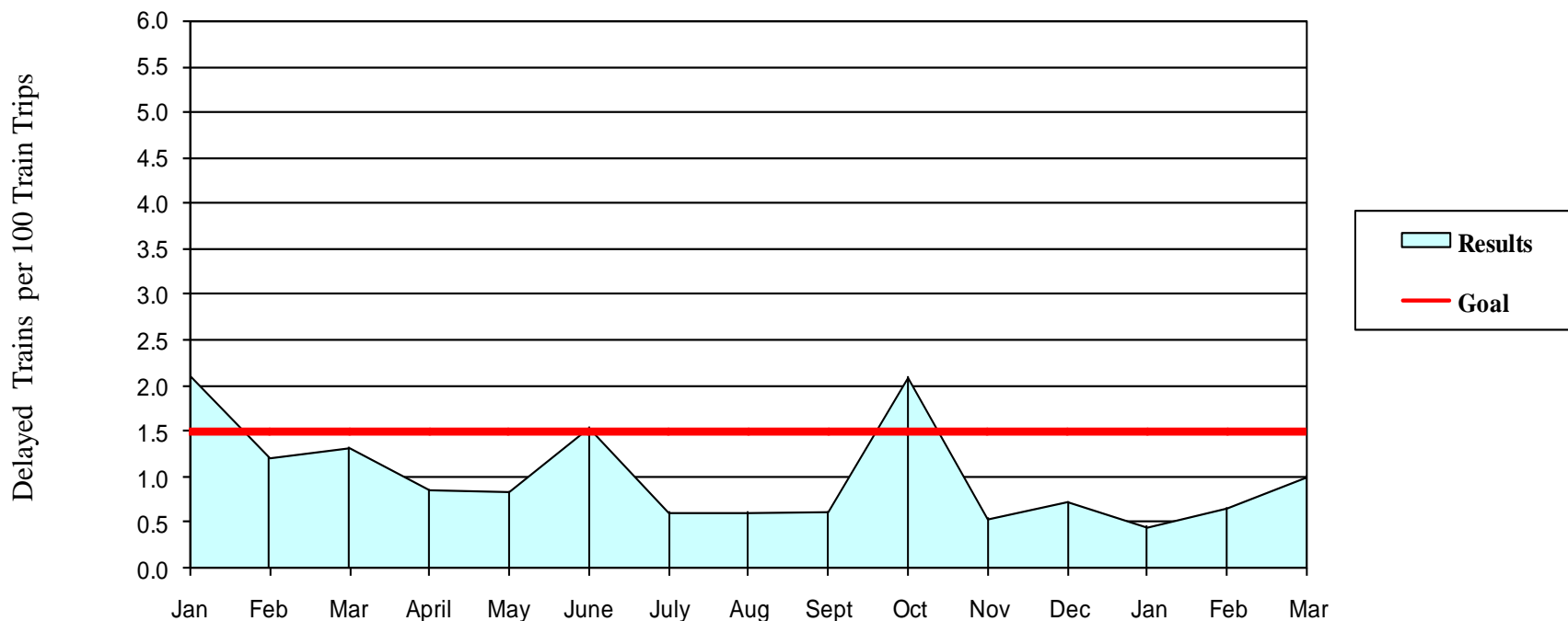
On-Time Service - Train



- ✓ 92.99%, improved over last quarter and last year, goal 94%
- ✓ 15% of the quarter's late trains caused by 2 incidents:
 - 3/30 – small fire damaged Train Control equipment near Powell
 - 3/16 – pull-apart in Transbay Tube

Wayside Train Control System

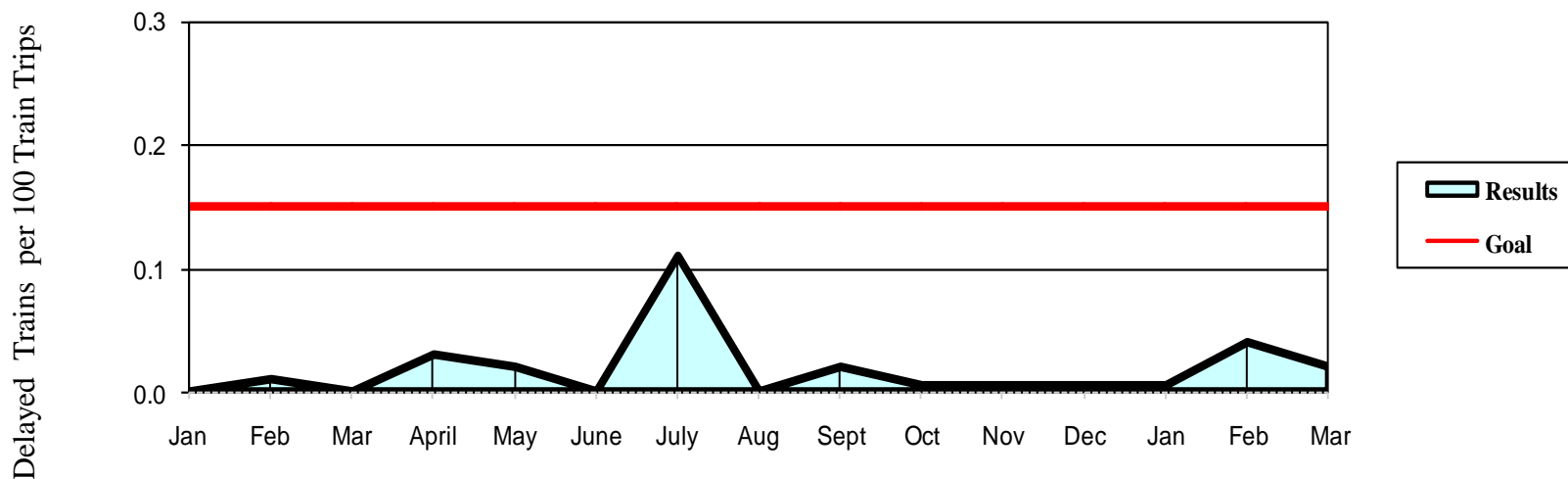
Includes False Occupancy & Routing, Delays Per 100 Train Runs



- ✓ Goal met, improving performance
- ✓ Performance aided by continuing investment in sub-system replacement/upgrade

Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs

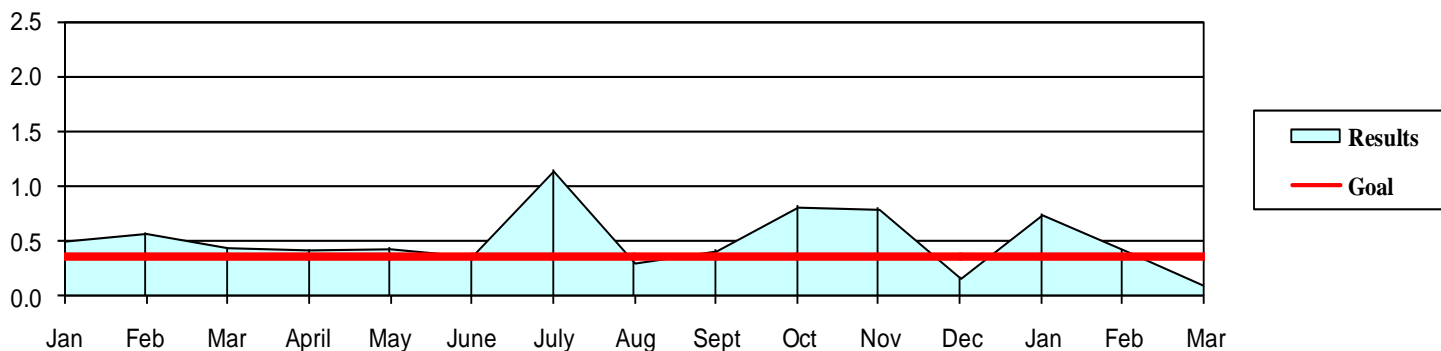


✓ Goal met, continued good performance

Traction Power

**Includes Coverboards, Insulators,
Third Rail Trips, Substations,
Delays Per 100 Train Runs**

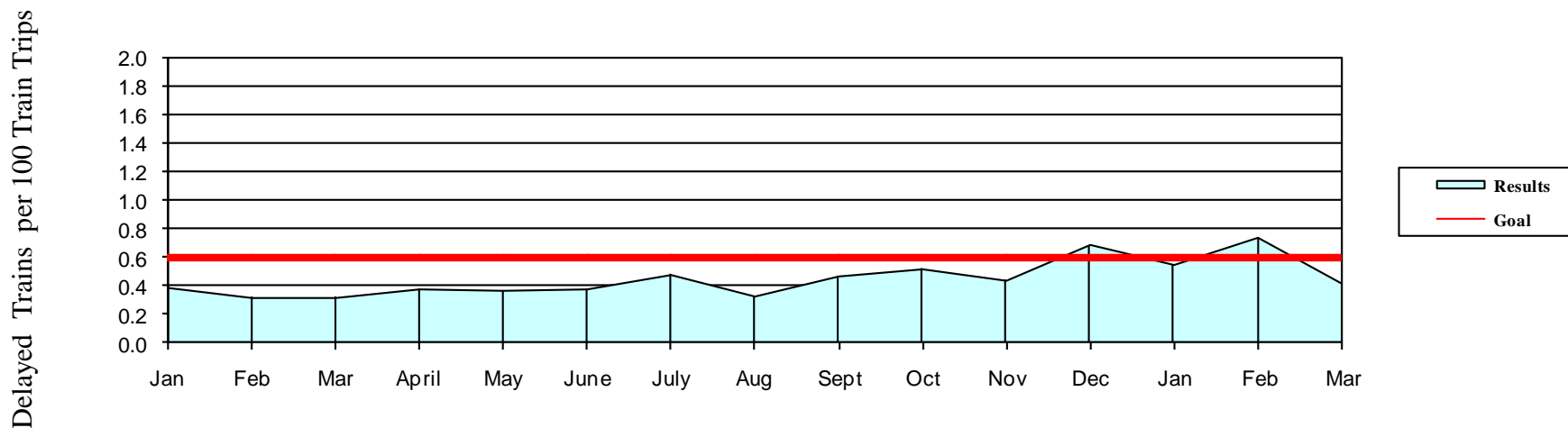
Delayed Trains per 100 Train Trips



- ✓ Goal not met but performance improved over last quarter and last year
- ✓ First coverboard rehabilitation contract underway, results encouraging
- ✓ Second large coverboard rehabilitation contract, also funded by federal Stimulus Program, coming to Board for approval soon

Transportation

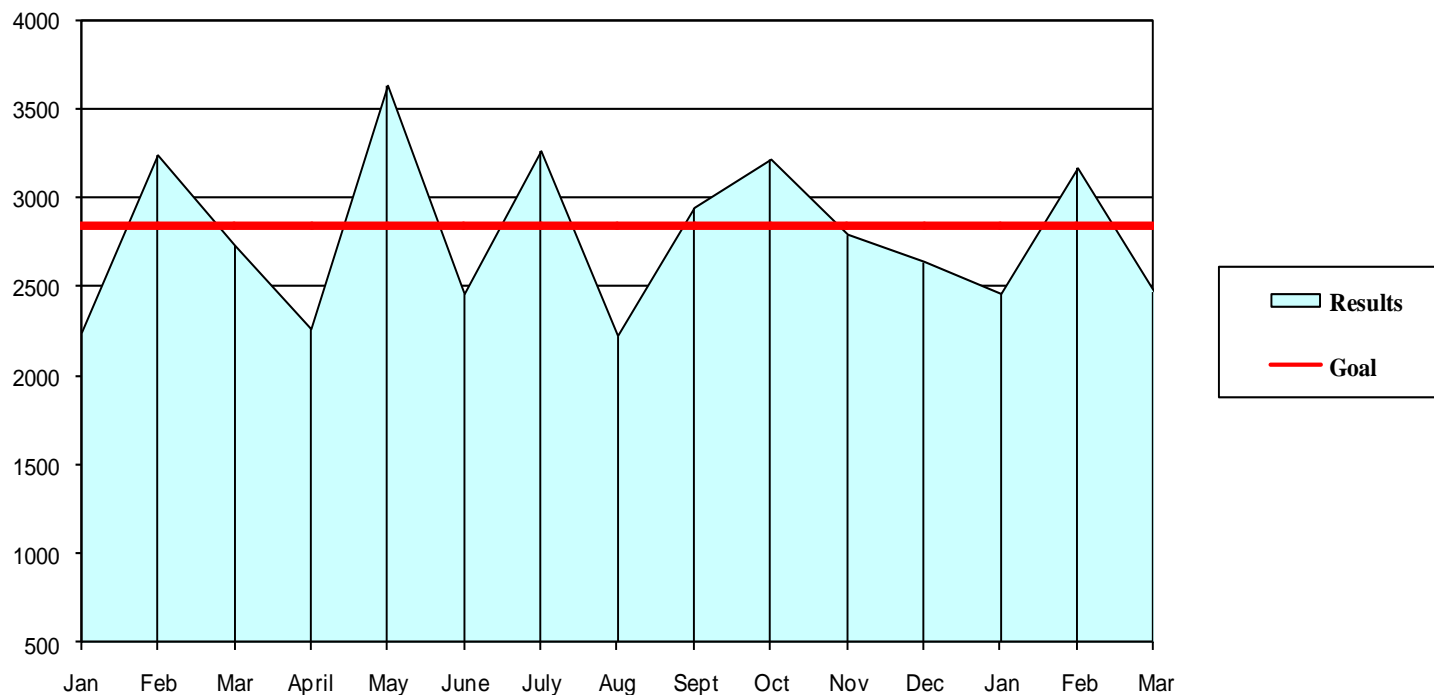
**Includes Late Dispatches, Controller-Train
Operator-Tower Procedures and Other
Operational Delays Per 100 Train Runs**



- ✓ Goal met
- ✓ Reviewing “T/O Procedure” delays as potential area of improvement

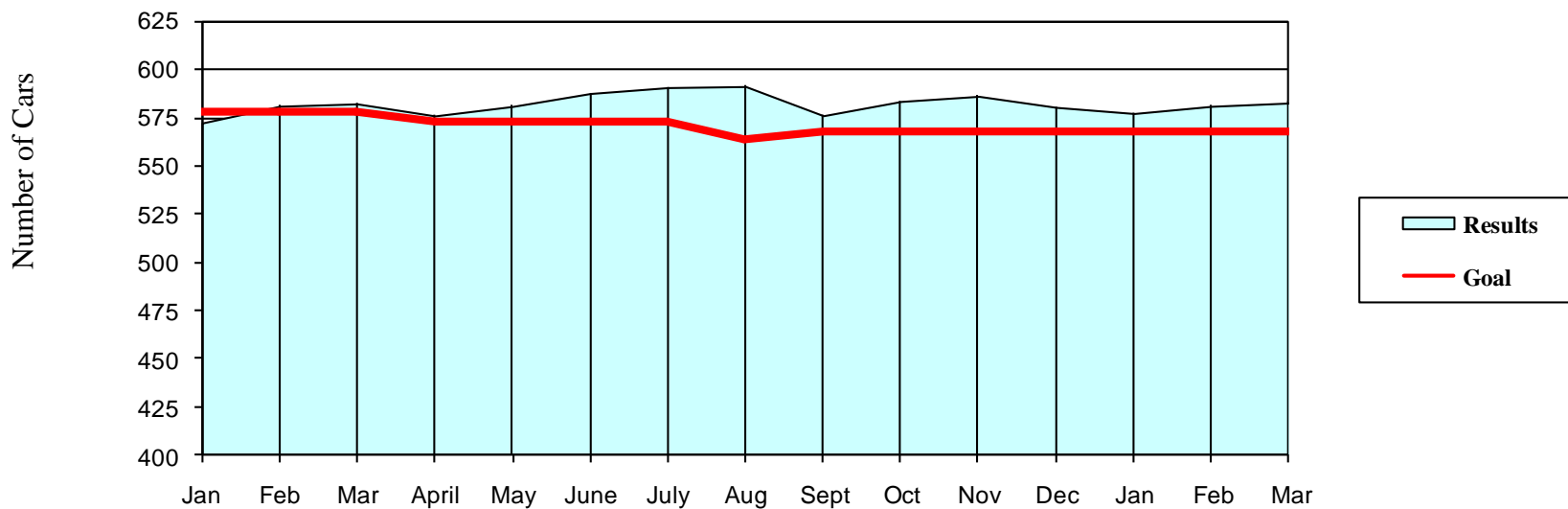
Car Equipment - Reliability

Mean Time Between Failures (Hours)



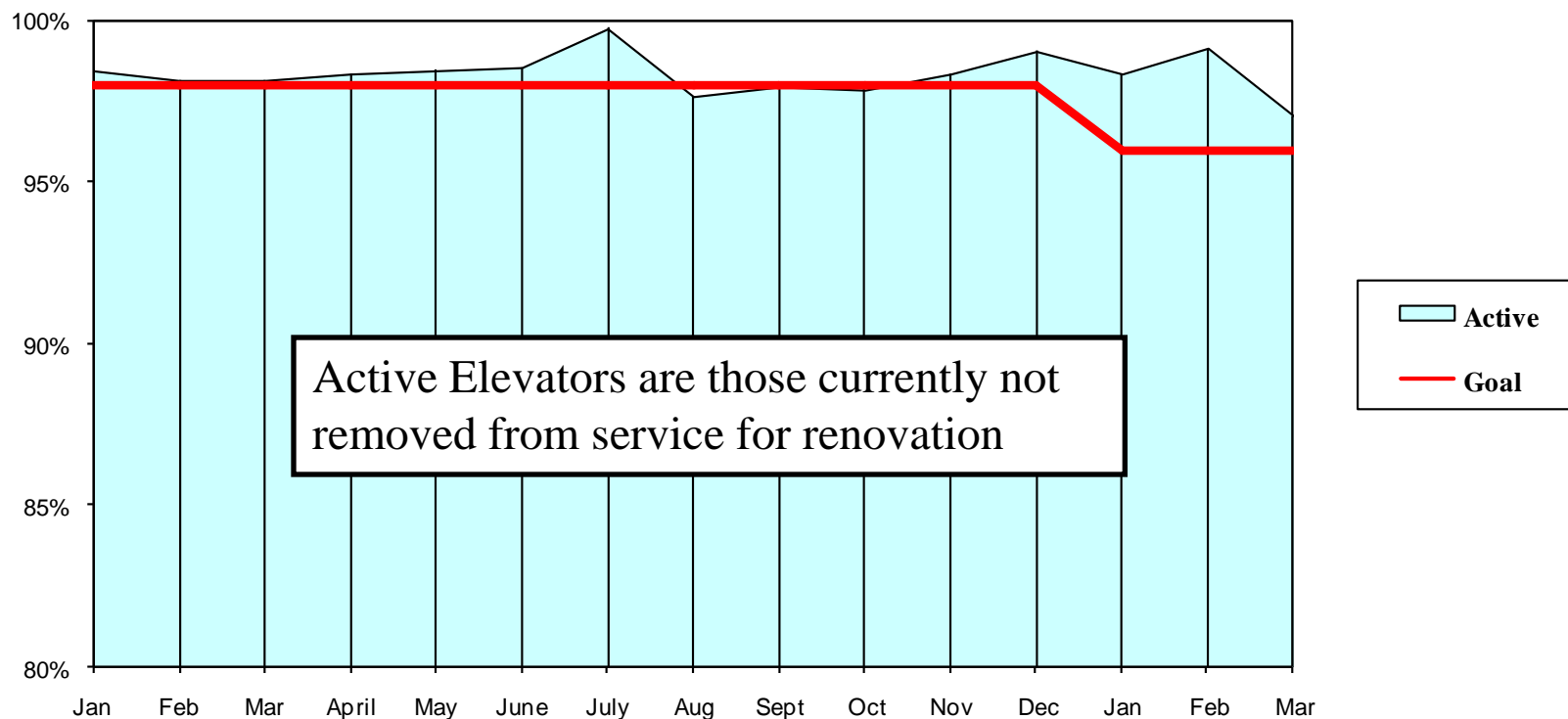
- ✓ Goal not met
- ✓ Water intrusion impacted propulsion logic/brake circuit boards on A2/B2, fix underway
- ✓ Previous brake logic software fixes reduced rain impact on C cars

Car Equipment - Availability @ 0400 hours



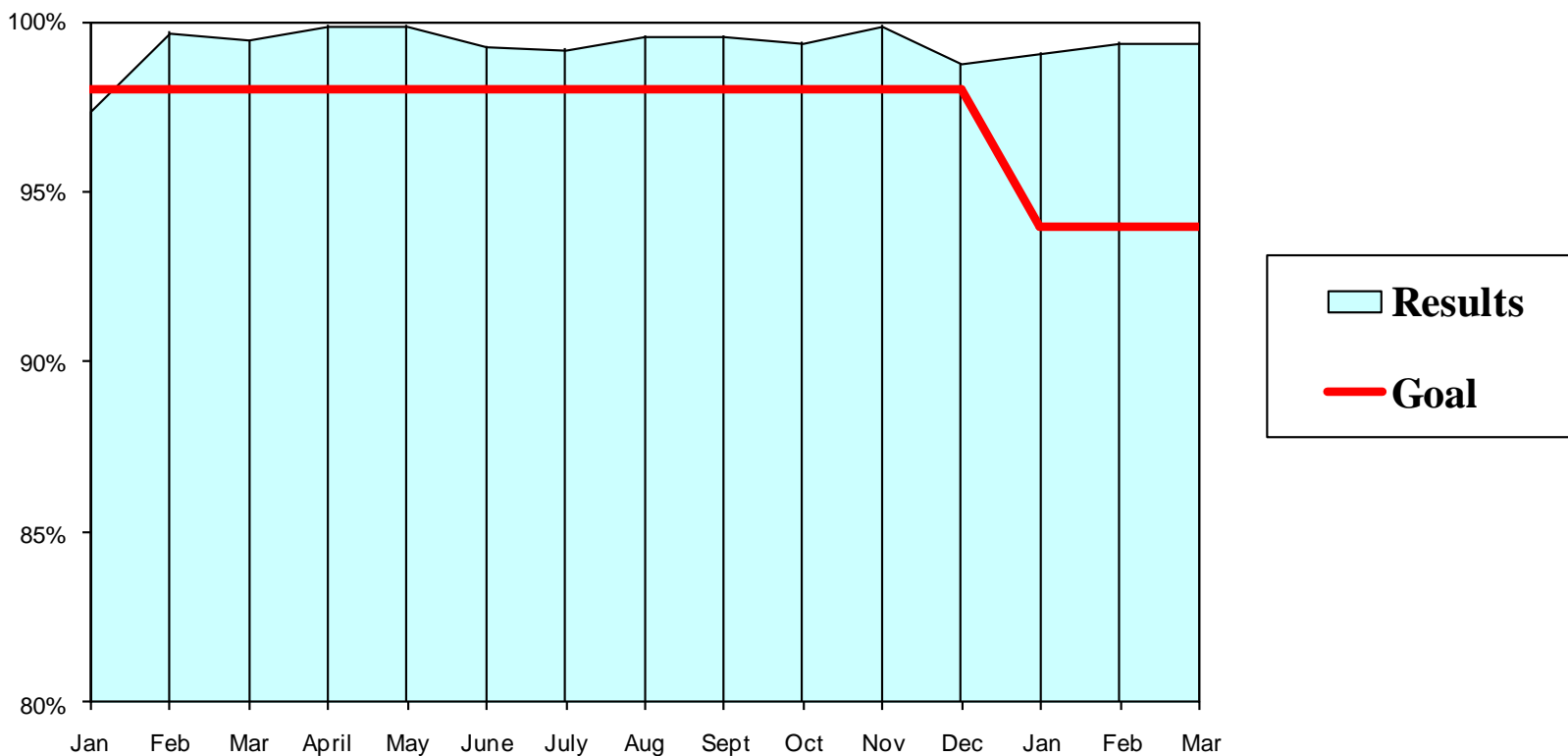
✓ Goal met

Elevator Availability - Stations



- ✓ Due to cumulative impact of budget reductions/workload increases, goal reduced from 98% to 96% as part of FY10 Budget Revision
- ✓ 98.23% availability, goal met

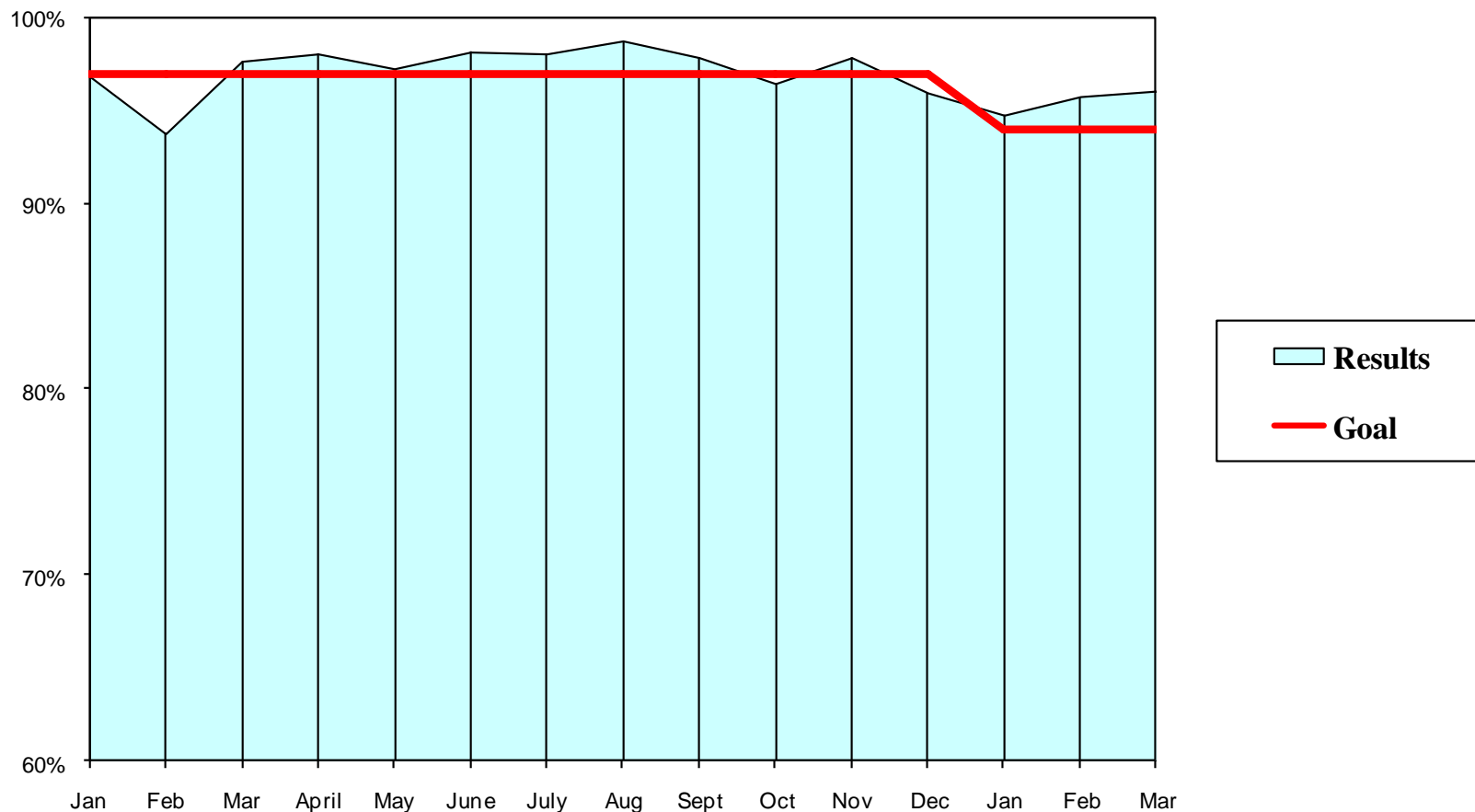
Elevator Availability - Garage



- ✓ Due to cumulative impact of budget reductions/workload increases, goal reduced from 98% to 94% as part of FY10 Budget Revision
- ✓ Goal met, 99.3% availability

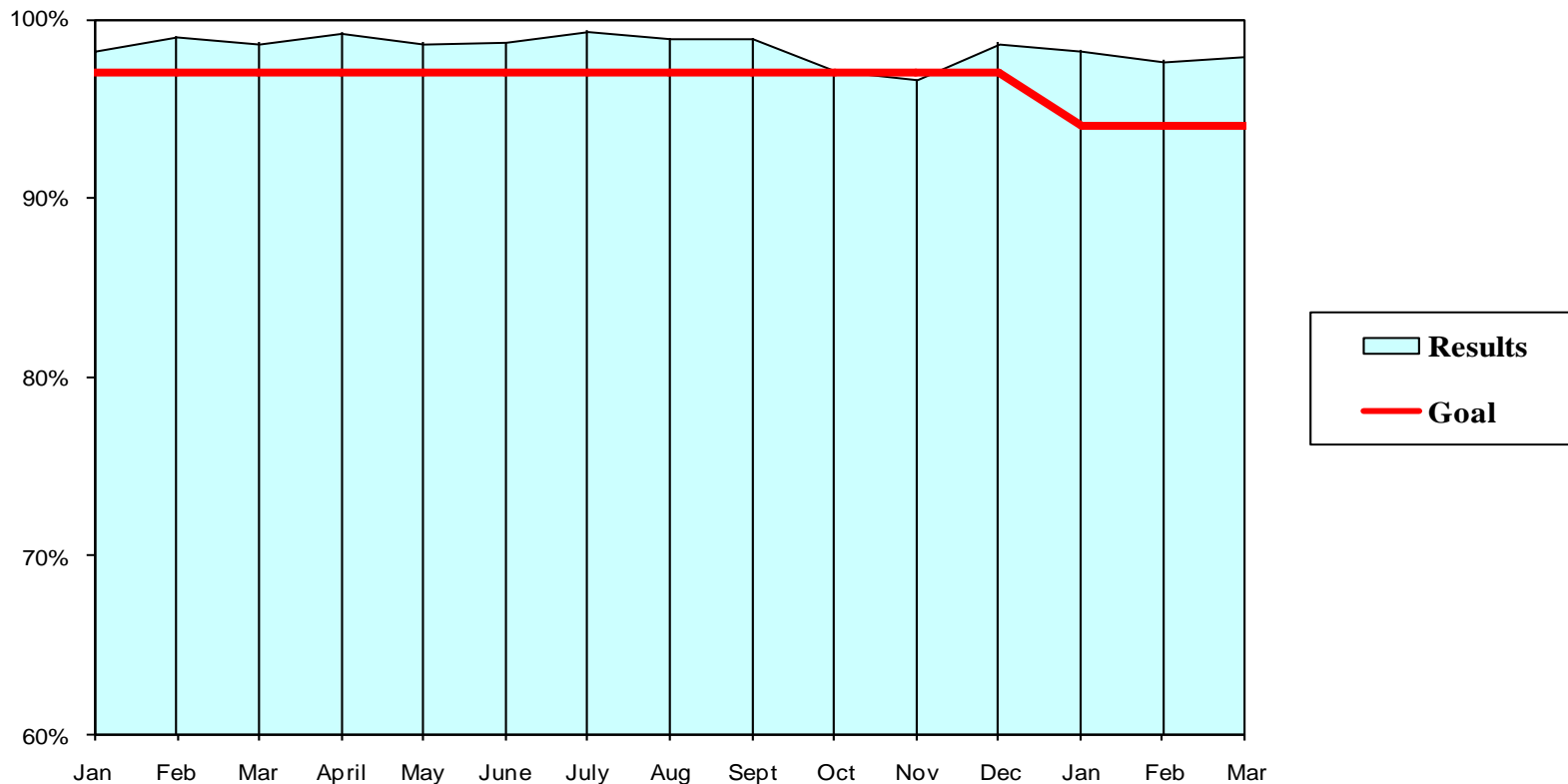


Escalator Availability - Street



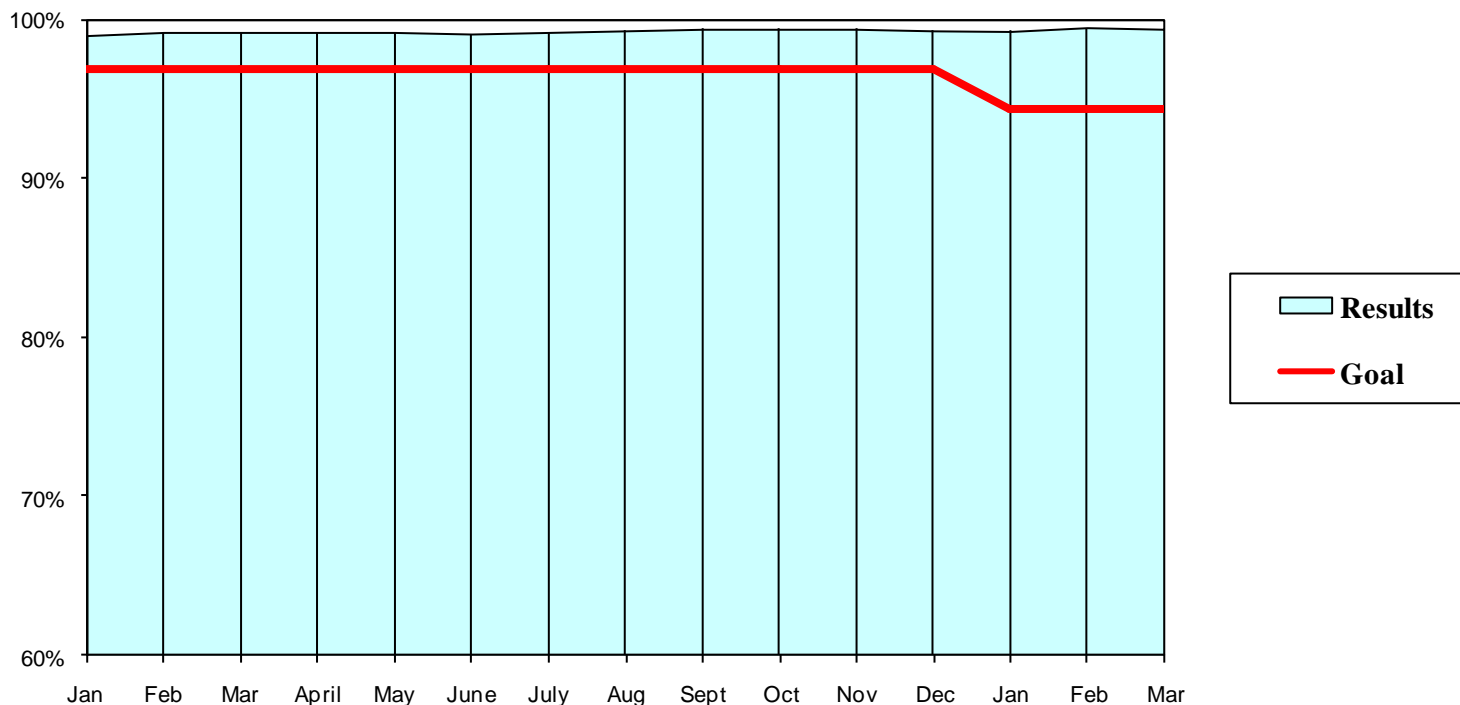
- ✓ Due to cumulative impact of budget reductions/workload increases, goal reduced from 97% to 94% as part of FY10 Budget Revision
- ✓ Actual 95.57% down from last quarter and last year, goal met
- ✓ Upgrade/modification projects largely on hold due to staffing constraints

Escalator Availability - Platform



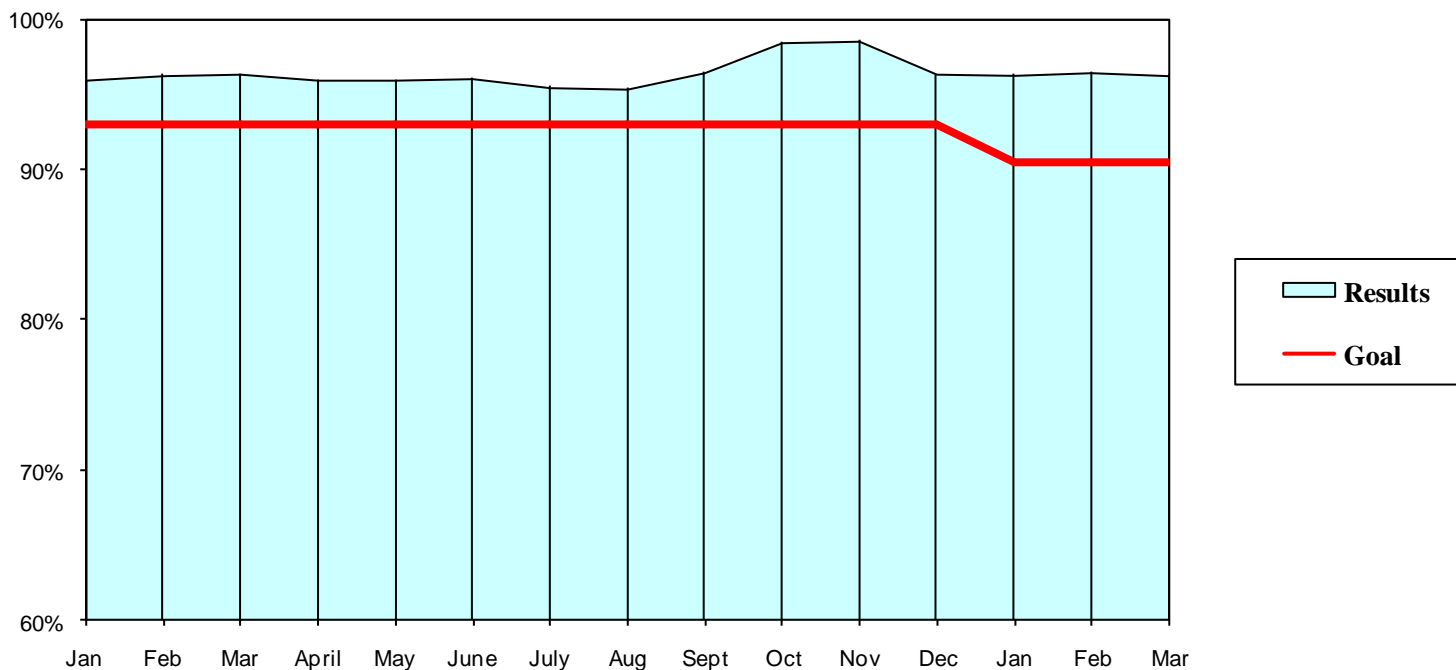
- ✓ Due to cumulative impact of budget reductions/workload increases, goal reduced from 97% to 94% as part of FY10 Budget Revision
- ✓ Actual 98.0%, goal met

AFC Gate Availability



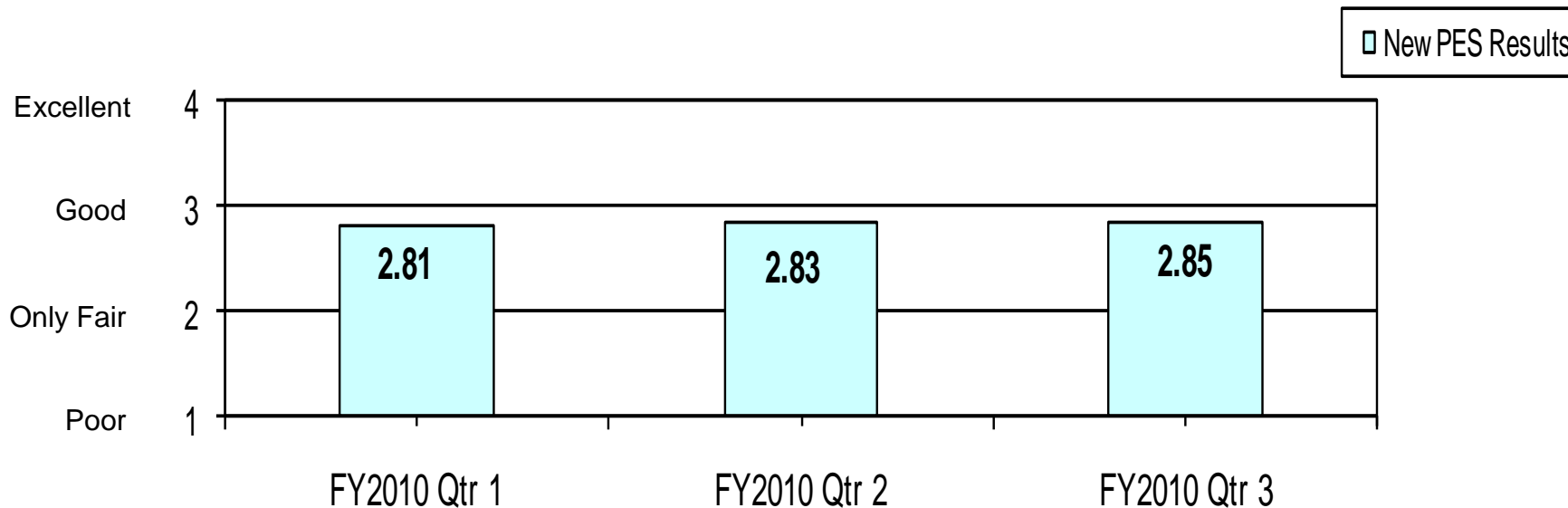
- ✓ Due to cumulative impact of budget reductions/workload increases, goal reduced from 97% to 94.5% as part of FY10 Budget Revision
- ✓ Continued good performance

AFC Vendor Availability



- ✓ Due to cumulative impact of budget reductions/workload increases, goal reduced from 93% to 90.5% as part of FY10 Budget Revision
- ✓ Actual 96.47%, goal met
- ✓ Availability of Add Fare/Parking machines at 98%

Environment - Outside Station

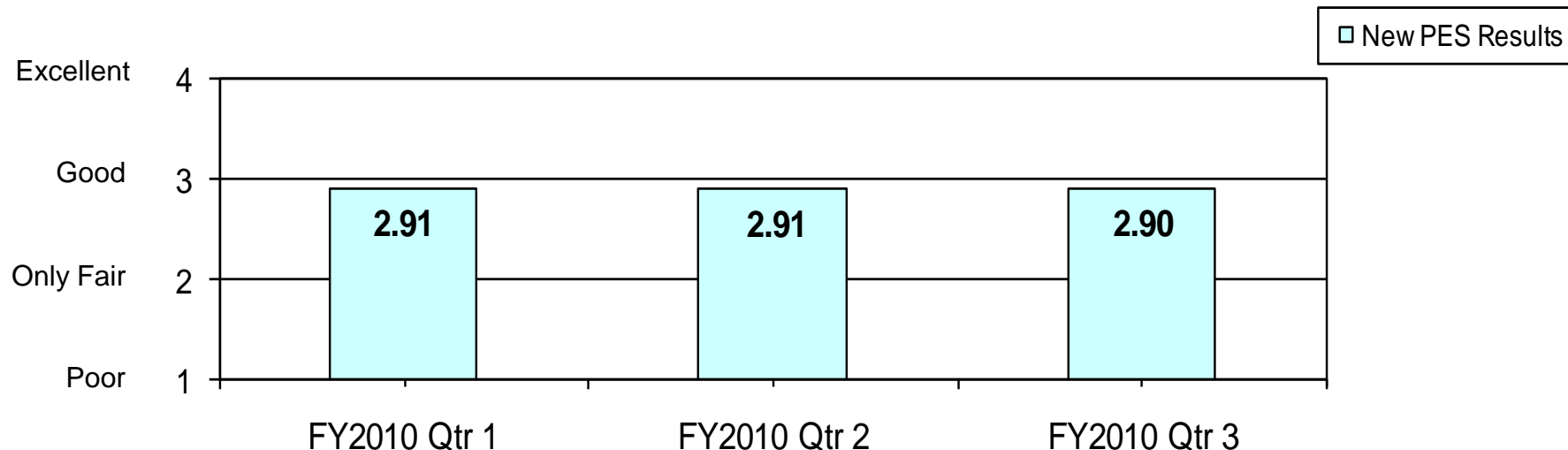


Composite rating of:

Walkways & Entry Plaza Cleanliness (50%)	2.77
BART Parking Lot Cleanliness (25%)	3.14
Appearance of BART Landscaping (25%)	2.70

- ✓ Cleanliness ratings of either Excellent or Good:
 - Walkways/Entry Plazas: 69.0% Parking Lots: 84.7%
 - Landscaping Appearance: 64.5%
- ✓ Resource impacted area

Environment - Inside Station



Composite rating for Cleanliness of:

Station Platform (60%)	3.07
Other Station Areas (20%)	2.86
Restrooms (10%)	2.23
Elevator Cleanliness (10%)	2.60

✓ Cleanliness ratings of either Excellent or Good:

Station Platform: 83.0%

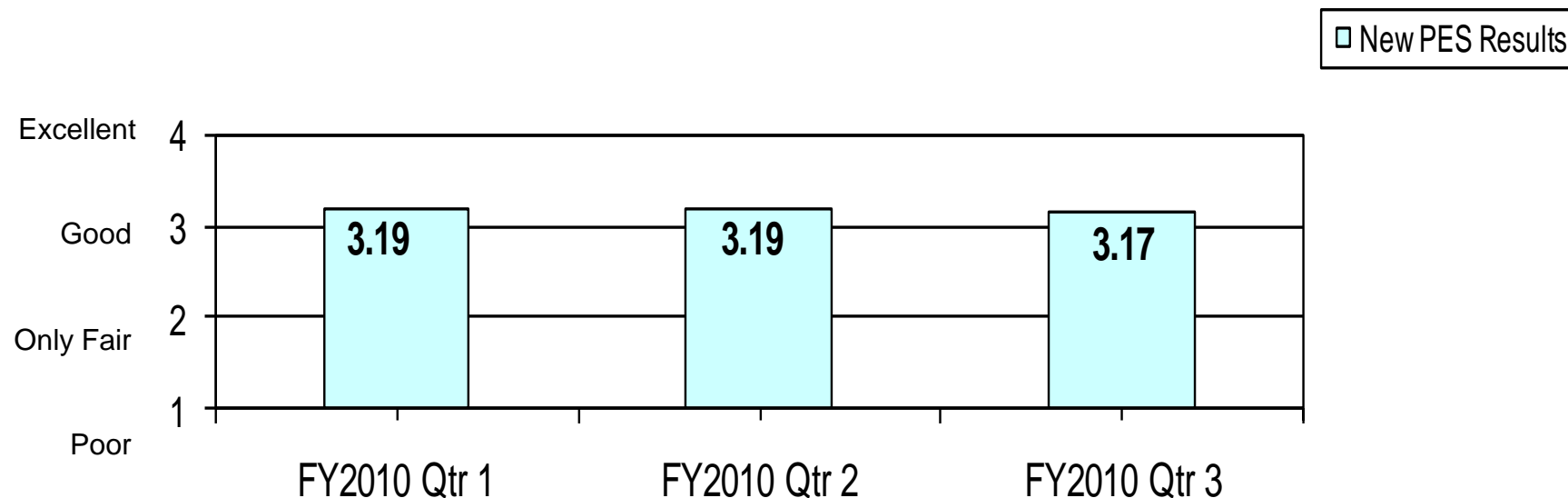
Other Station Areas: 72.8%

Restrooms: 39.1%

Elevators: 60.3%

✓ Resource impacted area

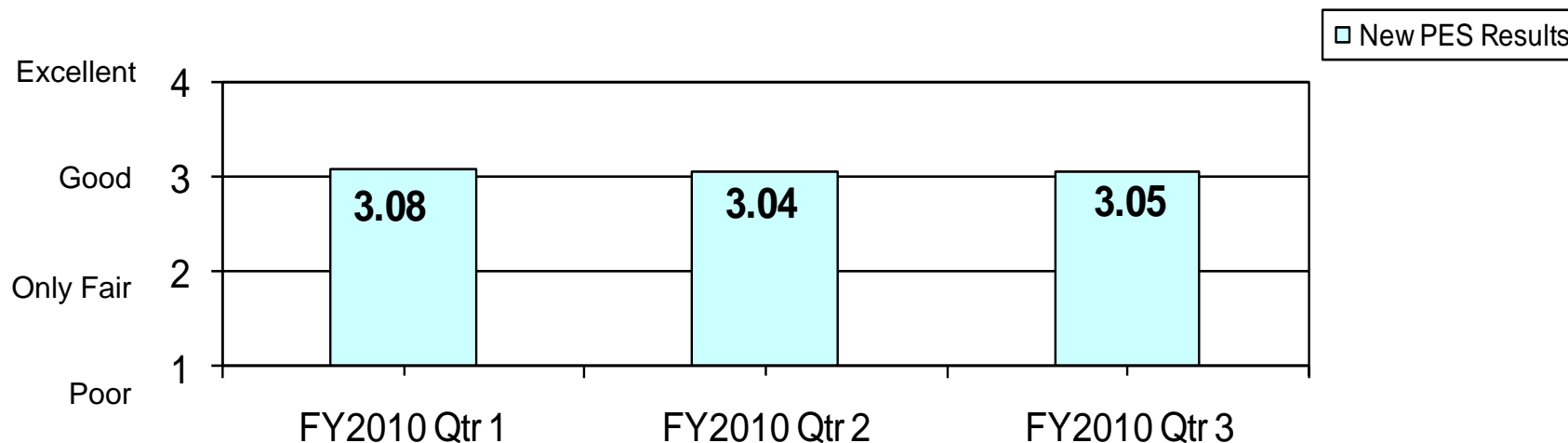
Station Vandalism



Station Kept Free of Graffiti

- ✓ 86.1% of those surveyed ranked this category as either Excellent or Good

Station Services



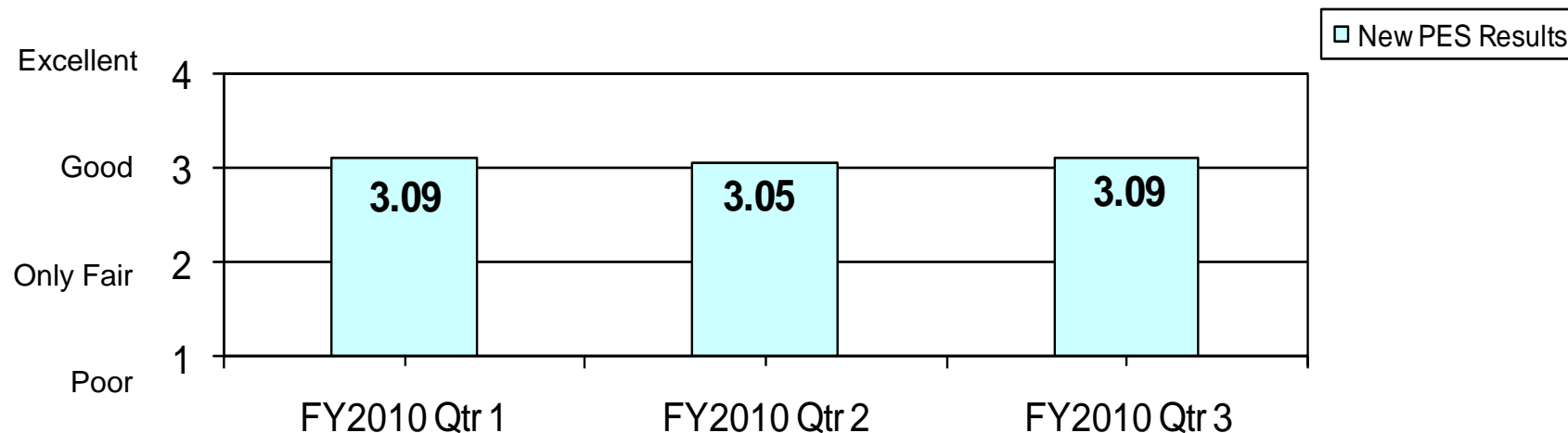
Composite rating of:

Station Agent Availability (65%) 2.99

Brochures Availability (35%) 3.17

- ✓ Availability ratings of either Excellent or Good:
 Station Agents: 79.2% Brochures: 85.5%

Train P.A. Announcements

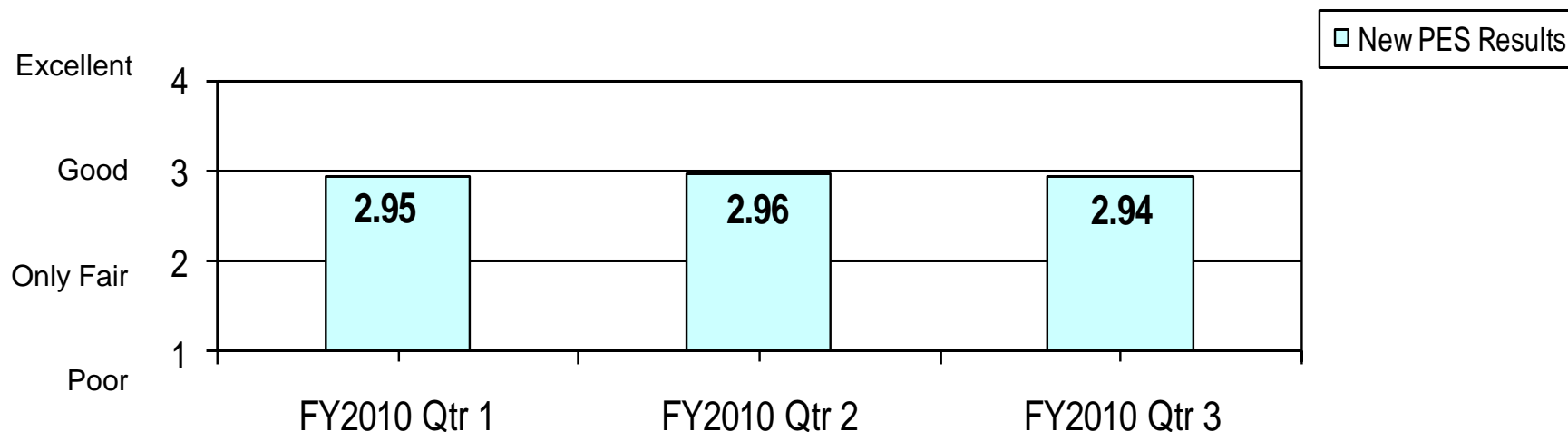


Composite rating of:

P.A. Arrival Announcements (33%)	3.02
P.A. Transfer Announcements (33%)	3.03
P.A. Destination Announcements (33%)	3.21

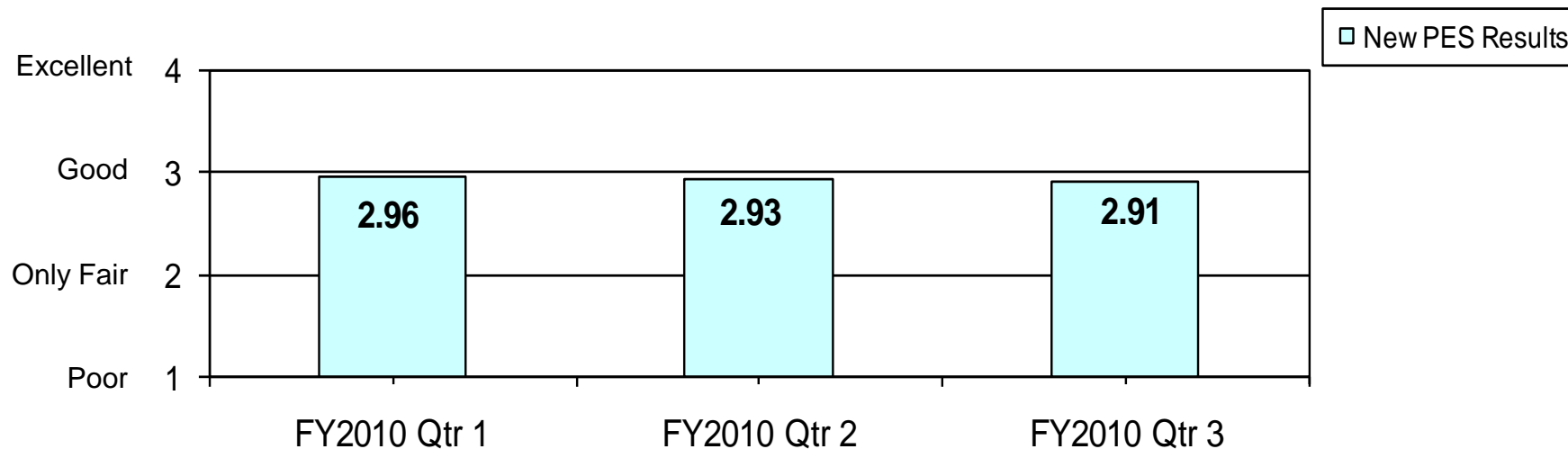
- ✓ Announcement ratings of either Excellent or Good:
 - Arrivals: 76.7% Transfers: 77.6%
 - Destinations: 84.3%

Train Exterior Appearance



- ✓ 79.9% of those surveyed ranked this category as either Excellent or Good
- ✓ Steady performance while washing approximately 50% less

Train Interior Cleanliness



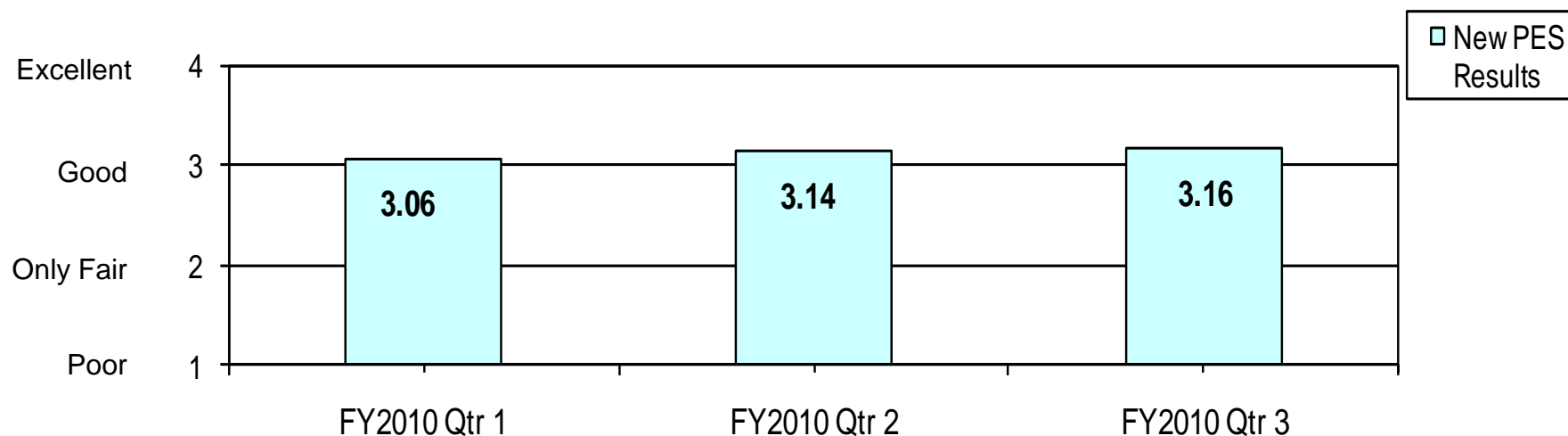
Composite rating of:

Train interior cleanliness (60%) 2.69

Train interior kept free of graffiti (40%) 3.23

- ✓ Train Interior ratings of either Excellent or Good:
Cleanliness: 63.5% Graffiti-free: 89.4%
- ✓ Resource impacted area

Train Temperature

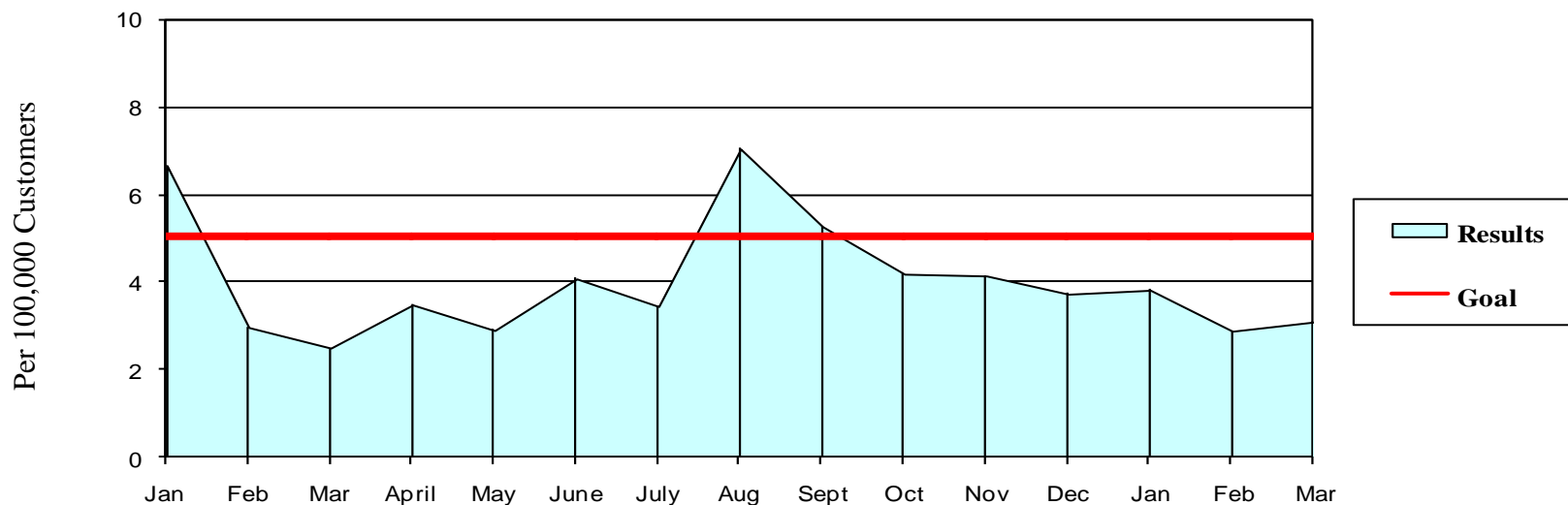


Comfortable Temperature Onboard Train

- ✓ 86.8% of those surveyed ranked this category as either Excellent or Good
- ✓ Summer performance better indicator

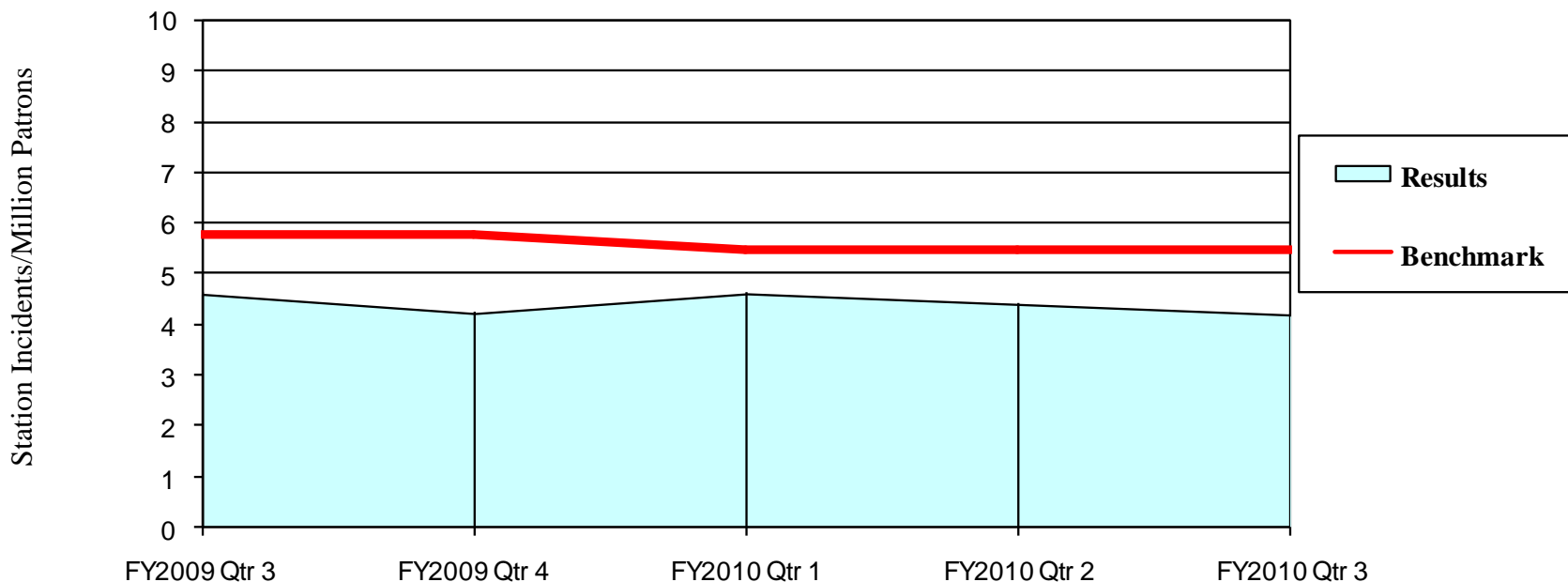
Customer Complaints

Complaints Per 100,000 Customers



- ✓ Total complaints decreased significantly from both last quarter and the same quarter of last year.
- ✓ All complaint categories except AFC and Announcements improved

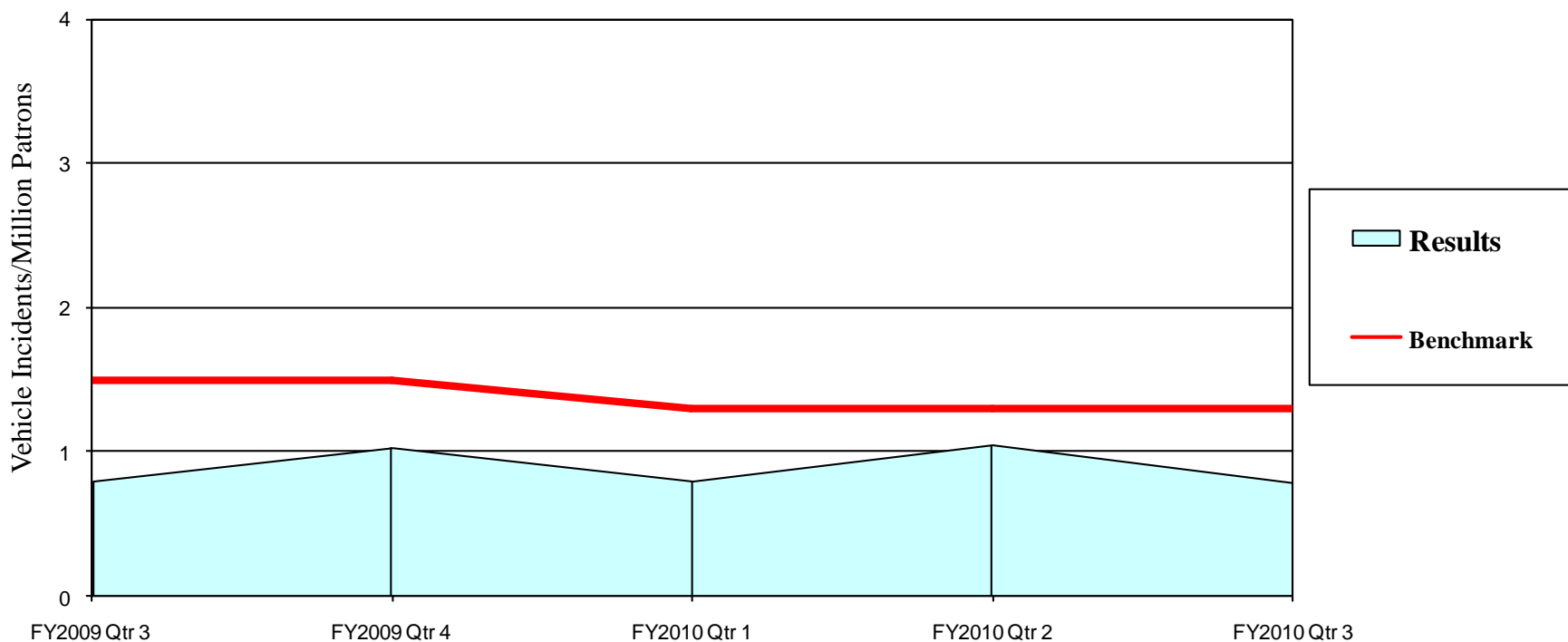
Patron Safety: Station Incidents per Million Patrons



✓ Down

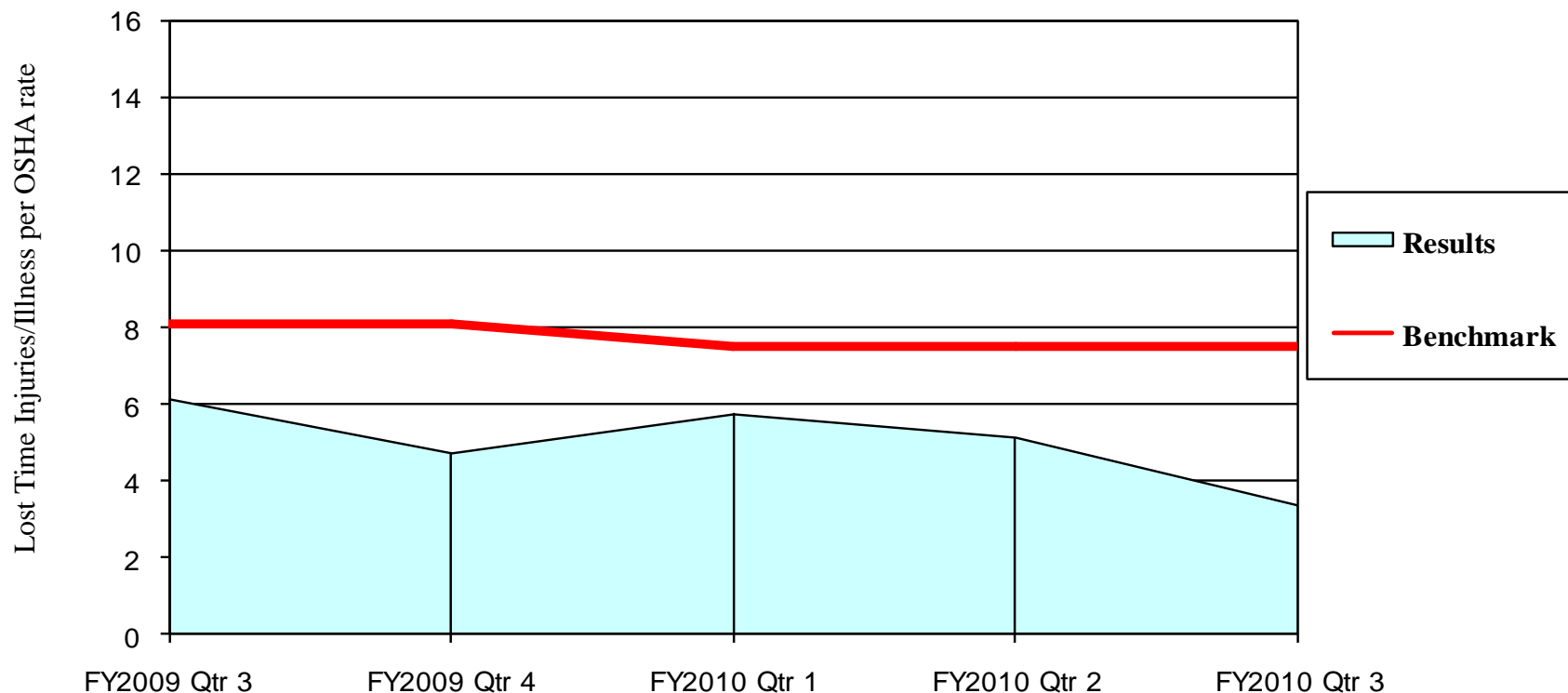
Patron Safety

Vehicle Incidents per Million Patrons



✓ Down

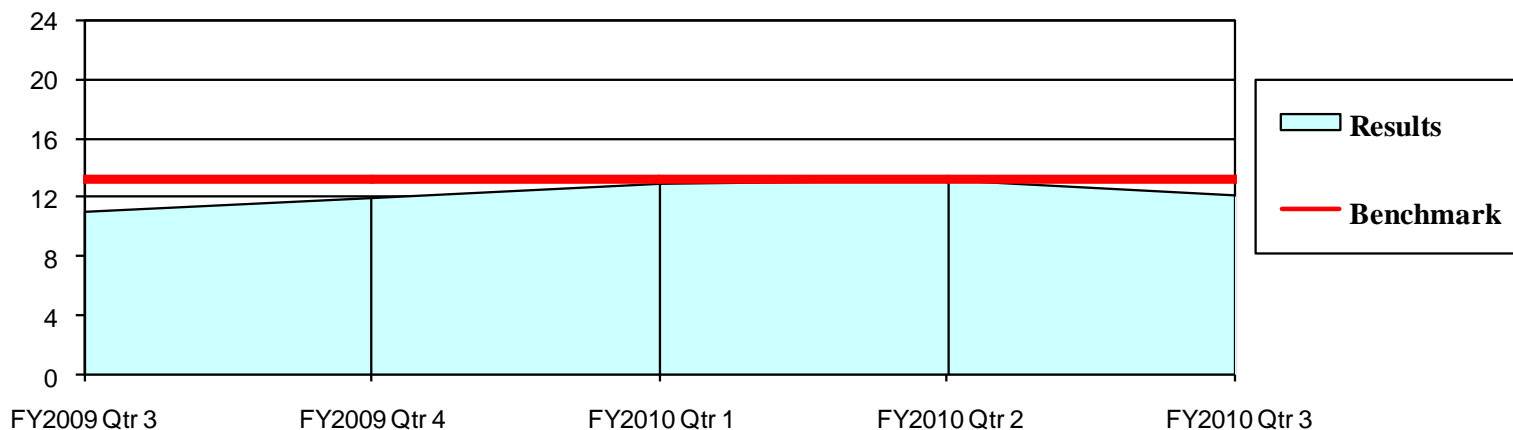
Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Down

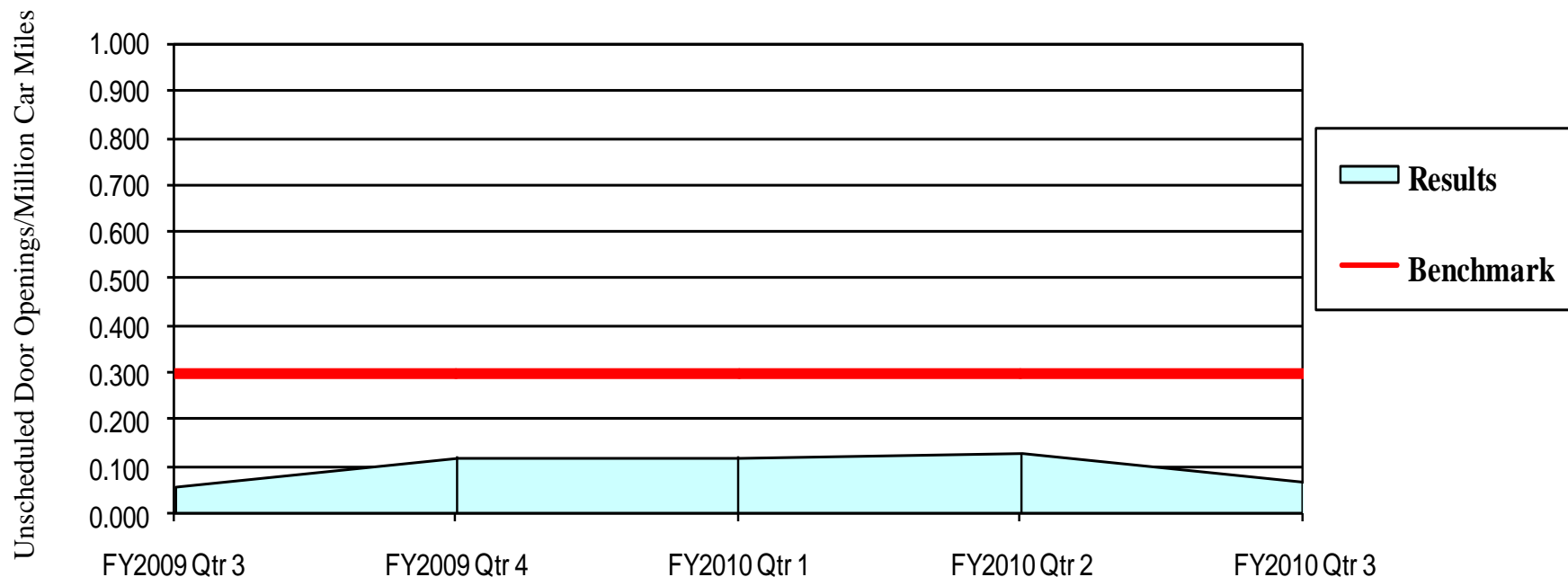
Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA rate



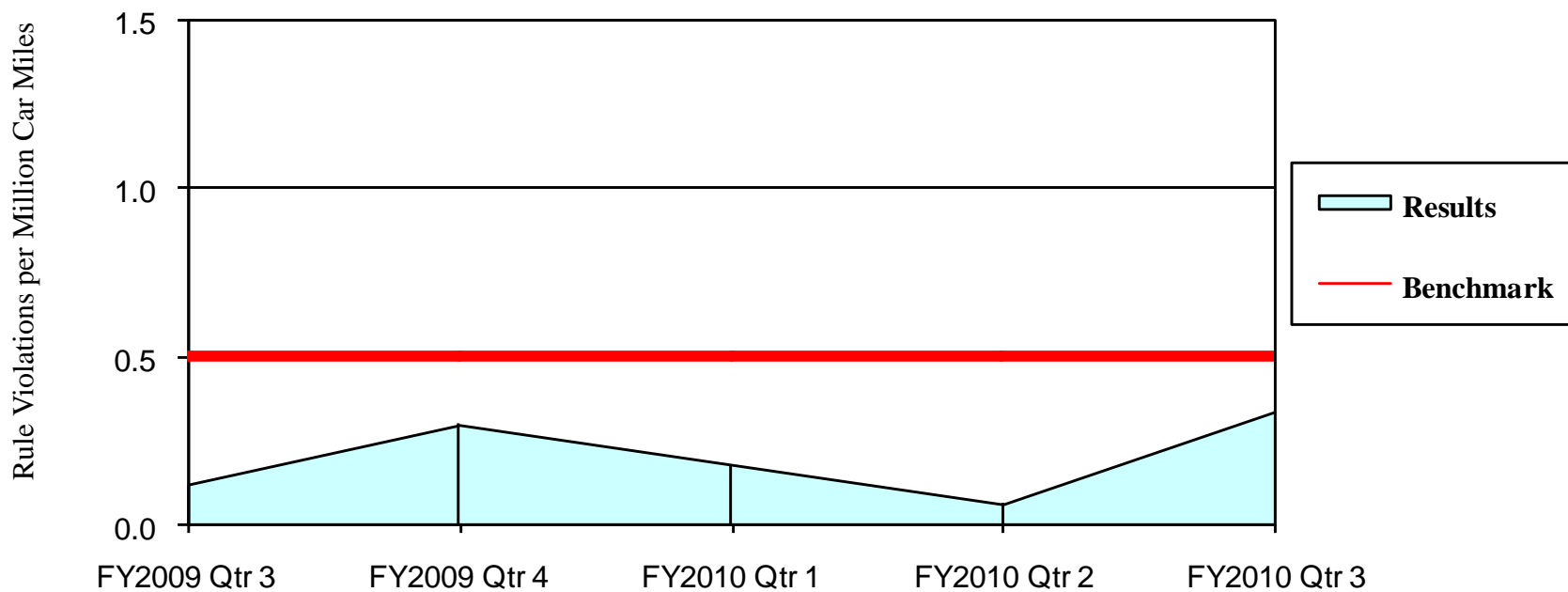
✓ Down

Operating Safety: Unscheduled Door Openings per Million Car Miles



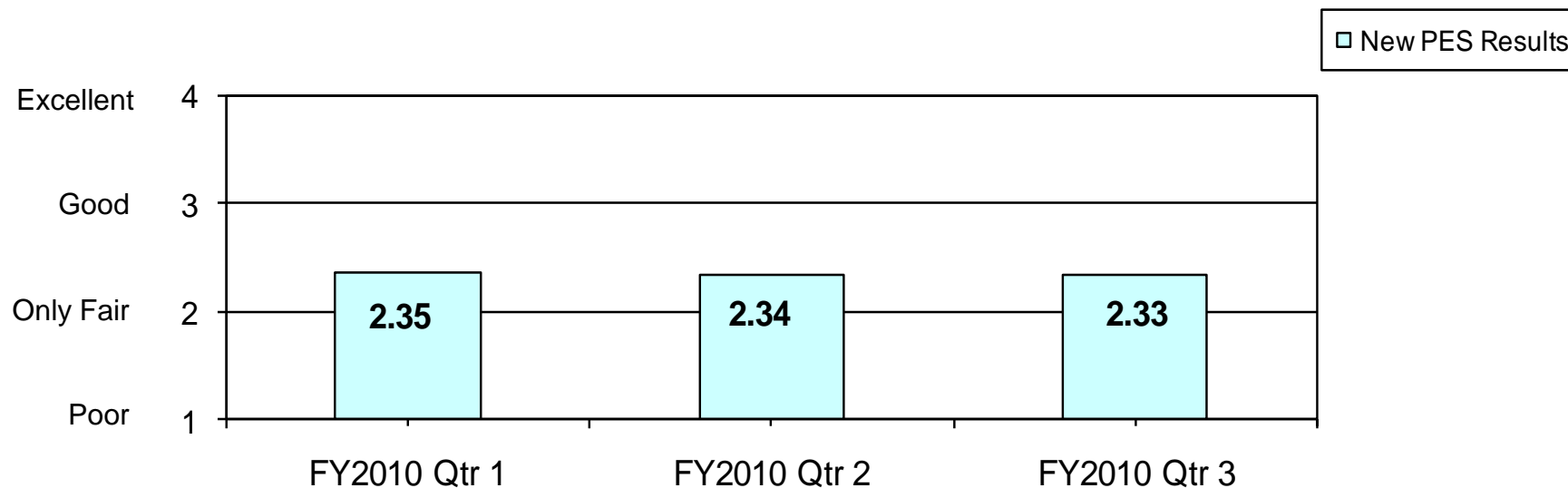
✓ Down

Operating Safety: Rule Violations per Million Car Miles



✓ Up

BART Police Presence

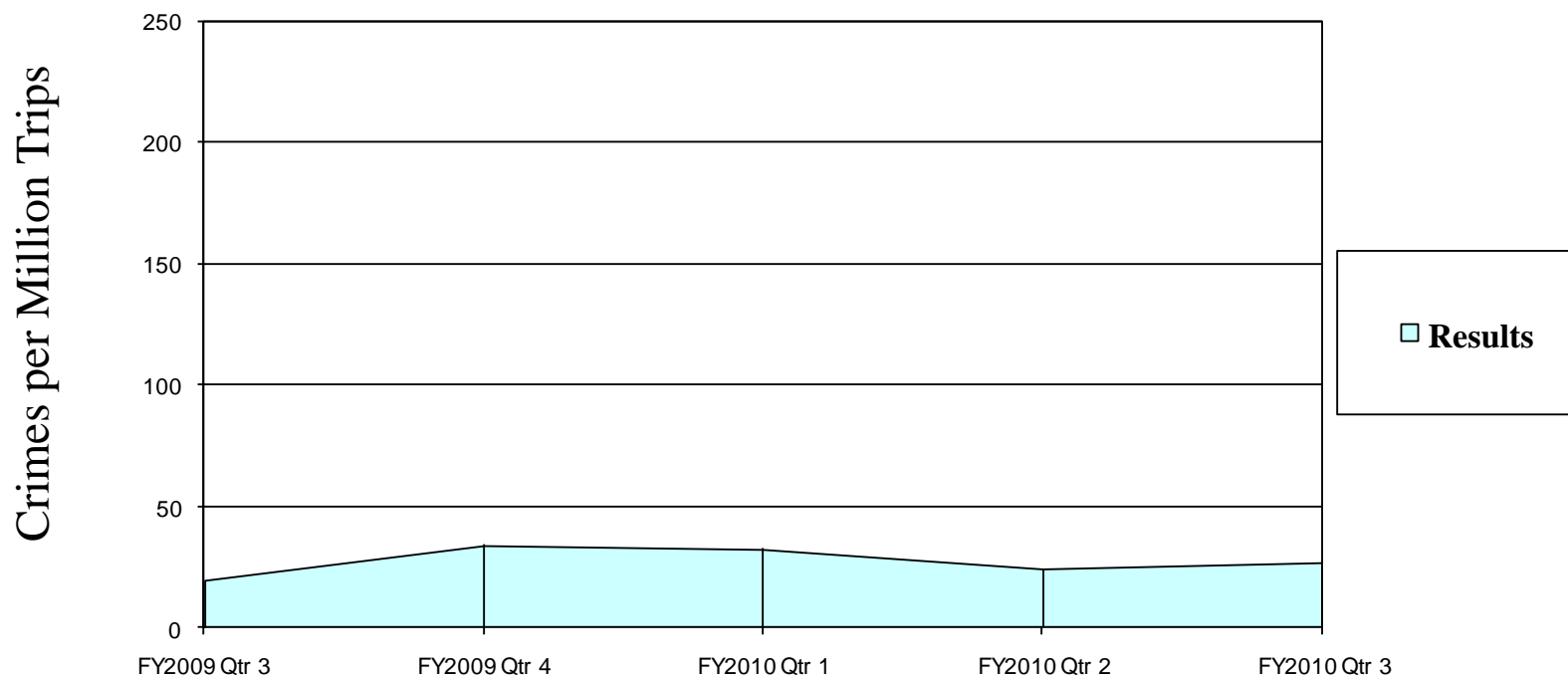


Composite Rating of Adequate BART Police Presence in:

Stations (33%)	2.36
Parking Lots and Garages (33%)	2.45
Trains (33%)	2.17

- ✓ Adequate Presence ratings of either Excellent or Good:
 - Stations: 46.4%
 - Trains: 37.3%
 - Parking Lots/Garages: 49.8%

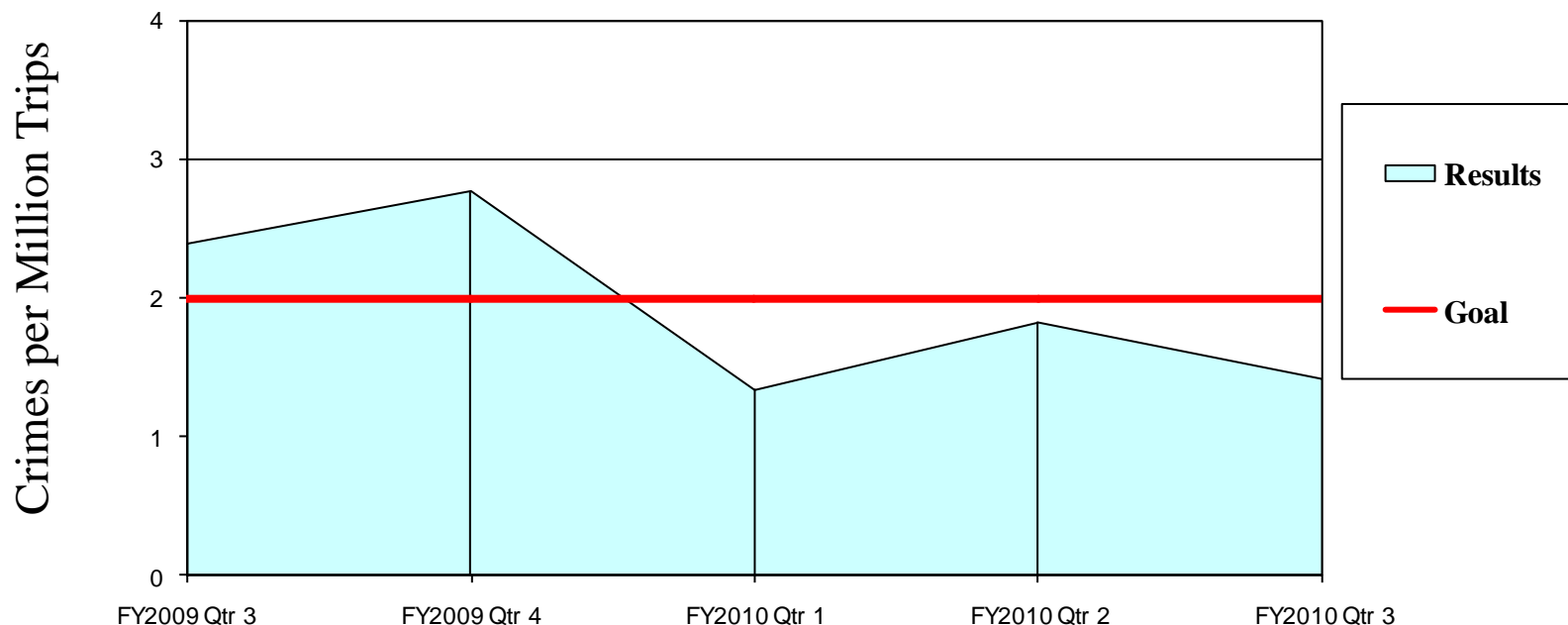
Quality of Life*



- ✓ Quality of Life incidents are up from last quarter, and up from the same quarter of last year.

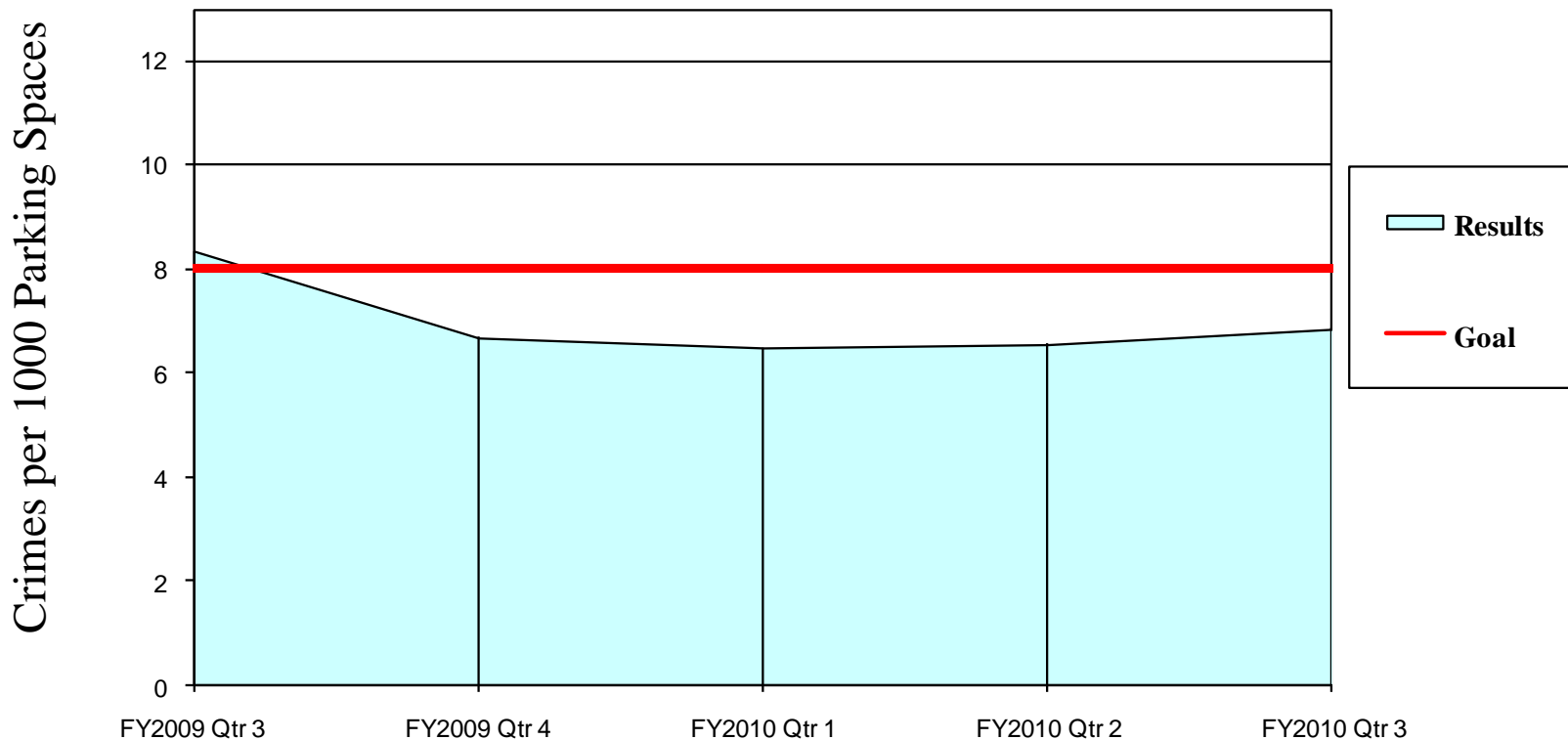
*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

Crimes Against Persons (Homicide, Rape, Robbery, and Aggravated Assault)



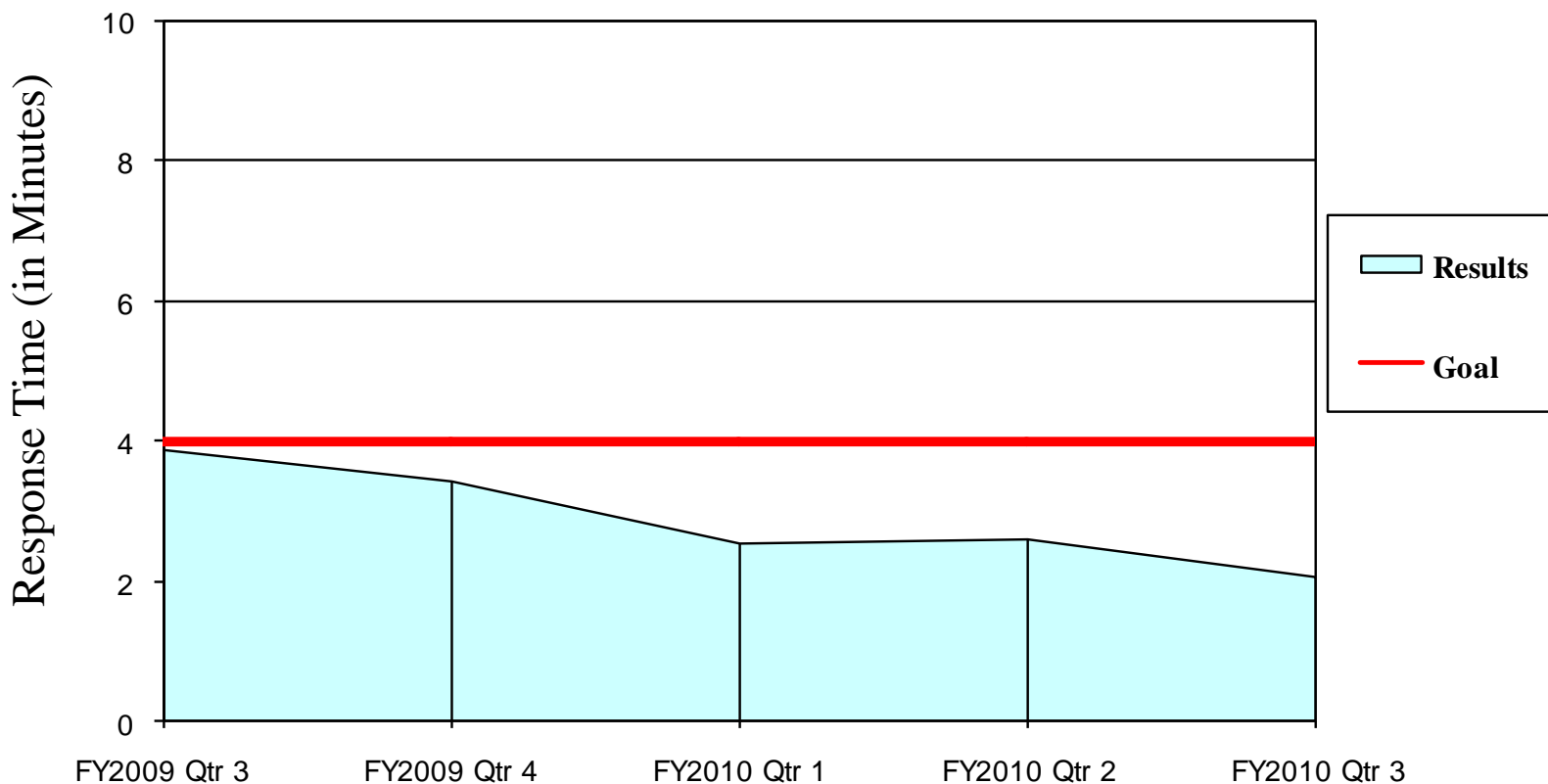
- ✓ Goal met
- ✓ Crimes against persons are down from last quarter, and down from the corresponding quarter of the prior fiscal year

Auto Theft and Burglary



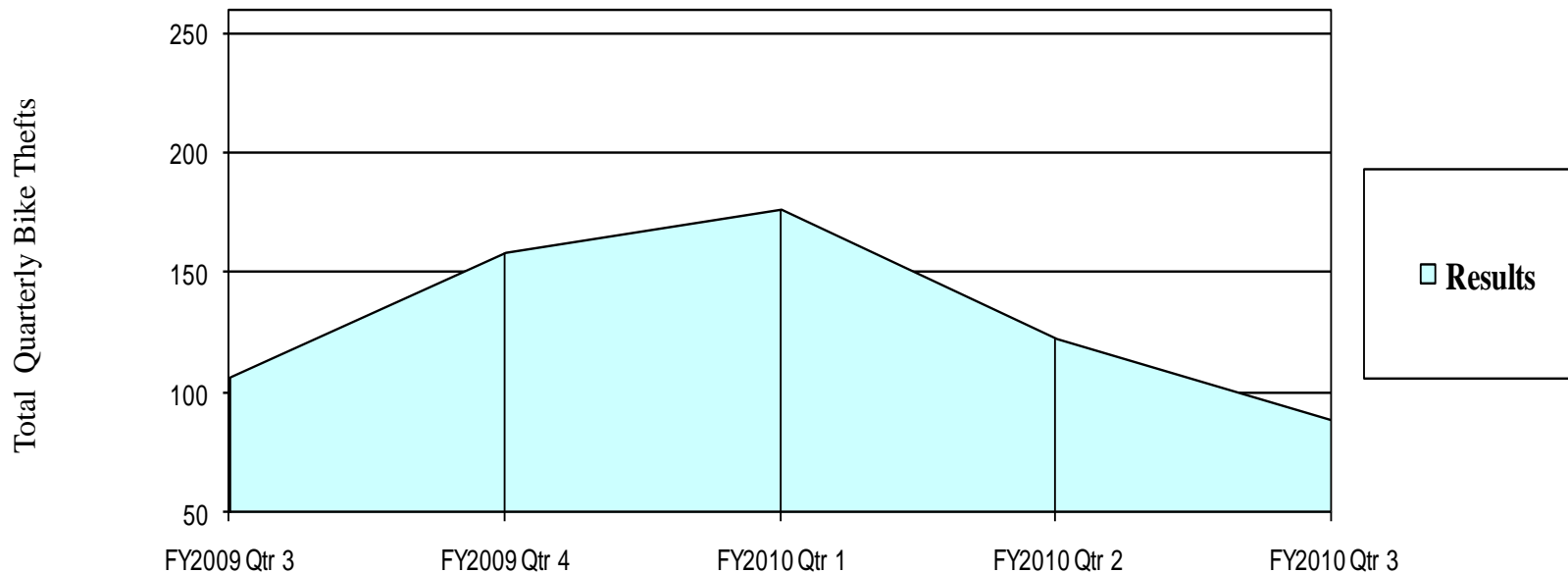
- ✓ Goal met
- ✓ The number of incidents per thousand parking spaces are up slightly from last quarter, and down from the corresponding quarter from the prior fiscal year

Average Emergency Response Time



✓ Goal met, the average response time for the quarter was 2.06 minutes

Bike Theft



✓ 89 bike thefts for current quarter, down from 123 last quarter